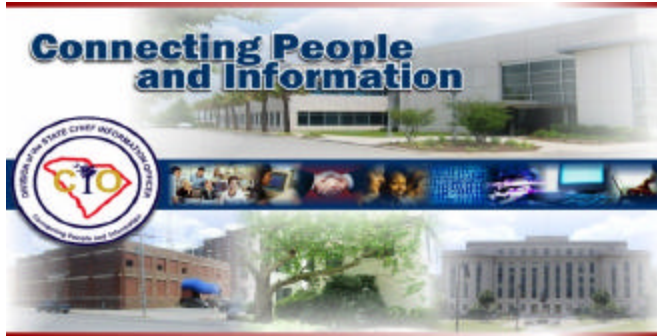




CIO AT YOUR SERVICE



<http://www.cio.sc.gov>



CIO at Your Service

- Delivering Services to Government Agency Customers and Citizens
- Reducing Costs
- Improving Internal Service Delivery Processes

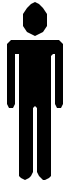


<http://www.cio.sc.gov>

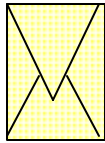


Delivering Services to Customers

Channels of Delivery



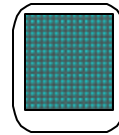
In-Person



US Mail



Telephone



Web



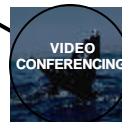
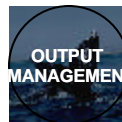
<http://www.cio.sc.gov>



Delivering Service to Customers



In-Person



<http://www.cio.sc.gov>



Output Management System Enterprise Print and Mail Facility

- State-of-the-art Digital Output Management Facility
 - Report Management
 - High speed printing (duplex/simplex, MICR)
 - Document finishing (sealing/inserting)
 - USPS direct delivery (presorted and bar-coded)



<http://www.cio.sc.gov>



<http://www.cio.sc.gov>



Benefits

- Improve data access
 - Web browser to access agency data
 - Partial/full report view
- Improve constituent services
 - Faster turnaround
 - Maintains chain of custody
 - Better print features & print quality
- Reduce costs
 - No need to print full reports
 - No need to purchase expensive custom-designed forms
 - No need to warehouse forms
 - Save postage by verifying addresses, sorting by zip code



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Savings

- **Impact Printer Costs**
 - Annual maintenance savings \$55,000

	Previous Monthly Cost	Current Monthly Cost	Monthly Savings	Annual Savings
Impact Print	\$33,000	\$2,000	\$31,000	\$372,000
Laser Print	\$39,000	\$18,000	\$21,000	\$252,000
All Print	\$72,000	\$20,000	\$52,000	\$624,000



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Enterprise-wide Reporting

Features

- Decision support tool accessible within single interface
- Access any data
- Familiar look and feel
- Forrester Research named Actuate product "strongest current offering in business intelligence for enterprise reporting"

Benefits

- Present relevant, realtime, information
- Provide intuitive, familiar user interface
- Access to any enterprise data
- Limitless data presentation formats



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VIDEO CONFERENCING

- Real-time electronic exchange of
 - Voice
 - Video
 - Text
 - High resolution graphics
- Permits multiple users alternative to discuss business when travel and time are restricted



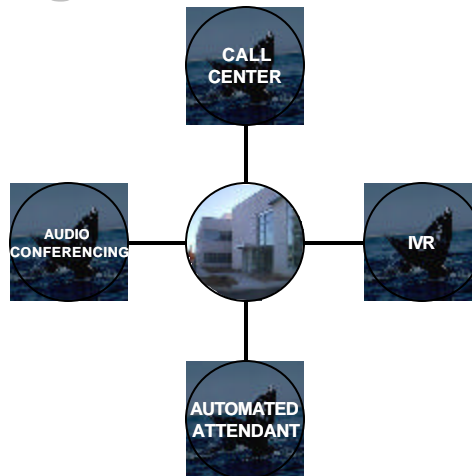
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Delivering Service to Customers



Telephone

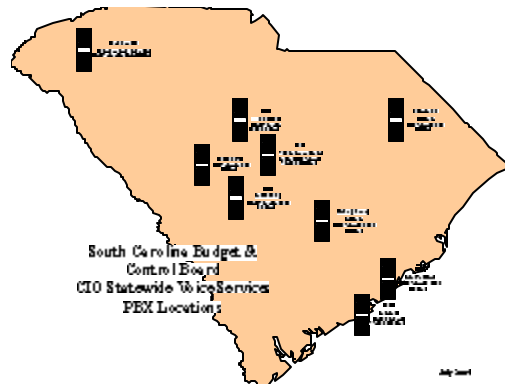


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Telephone Services

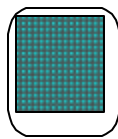
- Automated Attendant
 - Reduce/eliminate personnel to answer phone
- Call Center
 - Customer service; order processing; help desk
 - Reduce costs; maximize efficiency and productivity of human assets
- IVR
 - Customer to computer transaction system
 - Reduce costs; maximize efficiency
- Audio Conferencing
 - 5 to 96 participants
 - Save travel time and costs



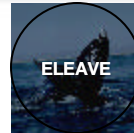
<http://www.cio.sc.gov>



Delivering Service to Customers



Web



<http://www.cio.sc.gov>



eLeave Features

- Web based system for handling all leave types
- Works with the Office of Human Resources leave system
- Uses your existing e-mail system
- **Employees can:**
 - Submit online leave request
 - Check leave accruals and balances
 - View up to two years of detailed leave history
 - Receive an email of approval or denial
- **Supervisors can:**
 - Receive leave requests via email
 - View leave balances and history before approving leave

eLeave



<http://www.cio.sc.gov>



eLeave

Annual Cost Savings

Previous:	\$ 106,736
eLeave:	\$ 62,205

Annual Savings:	\$ 44,531 *
	(\$39.58 per person year)

*Assumptions: 35.08 leave transactions per year x 3 mins per transaction for 1,125 B&CB employees



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Electronic Newsletters




<http://www.cio.sc.gov>

SOUTH CAROLINA BUDGET AND CONTROL BOARD
DIVISION OF THE STATE CHIEF INFORMATION OFFICER

? Newsletter System Benefits

- Centralized web-based system
- Create, publish, and manage content
- Consistent look-and-feel
- Less developer/programmer or graphics design labor
- Reduce cost to publish
- Publish via email
- Real-time updates



Customer Services Newsletter 5 - Microsoft Internet Explorer

http://www.mysogov.com/newsletter/archive/cio/cio/2003/july/cioanewlett5r.html

Customer Services Newsletter

Division of the State CIO State Budget and Control Board

JULY 2003

The Enterprise Technology Architecture Project

In May, 2002, the Division of the CIO (CIO) embarked upon a project to establish an enterprise technology architecture that would be used as a framework for making strategic information technology decisions on a cost-efficient, statewide basis. [more](#)

Tracking Babies

BabyNet is a program within the South Carolina Department of Health and Environmental Control that serves infants and toddlers with developmental delays. [more](#)

New Data Center Mainframe Rates

The Division of the State Chief Information Officer also announced mainframe rate reductions effective July 1, 2003. [more](#)

Lower PBX Rates—AGAIN!!!

The Division of the State Chief Information Officer is once again pleased to announce a PBX rate reduction that was effective July 1, 2003. [more](#)

Counties Project Improves Services and Reduces Costs

[more](#)

20 JUL 03

[Email Update](#)

[After Hours Access](#)

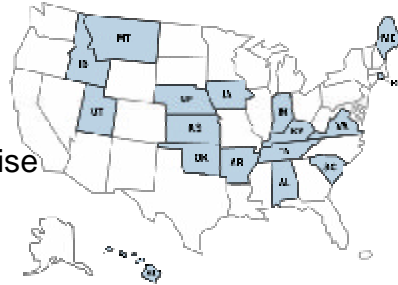
[Video Conferencing](#)

[Protect](#)



State Portal--MySCGov.com

- Released solicitation in November 2003
- Transaction-based, self-funded model
- NIC awarded contract for Enterprise Web Portal and eCommerce Upgrade



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Portal Services

- Consistent look-and-feel throughout government
- Provide web site design and maintenance
- Provide application development and hosting
- Develop brand awareness and marketing
- Access to Mindshare in other states
- Develop both fee-based and free services
- Online payment processing for all client applications:
 - Internet, Over-the-Counter, IVR, Kiosk
 - Credit Card, eCheck (ACH)
- Uniform set of administrative and financial tools
- Funds can be automatically disbursed into multiple bank accounts





Benefits

GOVERNMENT

- eGovernment services for all South Carolina government
- Faster development and launch of eGovernment applications with consistent look, feel, and navigation
- No appropriated funds or increased tax burden on citizens
- Majority of applications do not require users to pay a fee of any kind

CITIZENS

- 24/7/365/anywhere access to government services
- Faster, more efficient service delivery
- Secure, simple, accurate information processing
- Live Help
- Single, user friendly portal to all government services



Streaming Technology

- Deliver audio/video over the Web
- 2 major Formats
 - Microsoft's Windows Media
 - Real Networks' Real Audio/Real Video
- Technical Advantages
 - Synchronize PPT slides, images and Web pages with audio/video playback
 - Audio/video plays quickly
 - Players are free, seamlessly interface with browsers
 - Free/inexpensive authoring tools; basics easily mastered
 - Can use in multiple formats





Streaming Technology Uses/Benefits

Uses

- Deliver training material
- Deliver educational material
- Deliver promotional information
- Deliver government services information

Benefits

- Reduce face-to-face instruction
- Reduce time and travel
- Convenience/ Availability
 - Anytime
 - anywhere



<http://www.cio.sc.gov>

Legislation that will Affect the Distribution and Collection of Court Generated Revenue for Magistrate & Municipal Courts



Robert McCurdy, Senior Staff Attorney
South Carolina Court Administration

[Overview](#)

[Presentation](#)

[Contacts & Links](#)

Overview

This audio-narrated 19 minute slide presentation is a brief review of legislation that was passed during the 2003-2004 legislative term that will affect the collection, distribution, and reporting of court generated revenue for the 2004-2005 fiscal year. This presentation is intended to inform you of these changes, as well as changes that occurred last year that will remain in effect for the 2004-2005 fiscal year.

The presentation's slides and the narration script are provided in Acrobat format for the viewer's convenience.



Presentation

This audio-narrated presentation uses the Windows Media audio/video format and requires an Internet connection of at least **56 kbps**. If you have never viewed a Windows Media presentation, please review the [player requirements and related viewing/playback information](#). This presentation is best viewed using a resolution of 1024x768 or higher.

[Court Generated Revenue Presentation](#)

[Presentation Handout](#)

[Script](#)



Improving Internal Processes

- Project Management
- Virtual CIO
- IT Assessments
- Security
- Help Desk
- Network Services



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Project Management Services

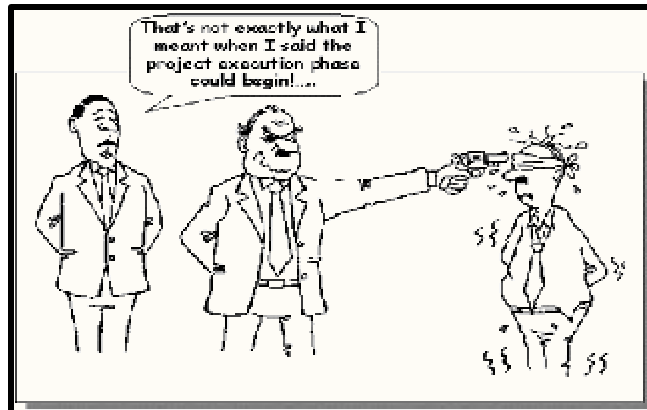
- Project Planning
- Vendor Management Services
- Risk Assessments
- Quality Assurance Monitoring
- Project Management



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Standard PM Methodology

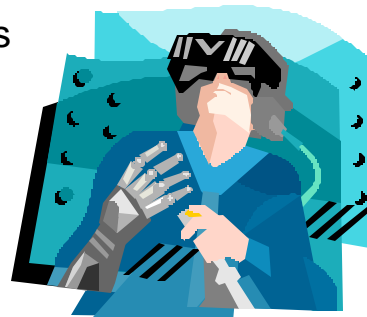


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Virtual CIO

- Technology and Organizational Assessments
- Tactical and Strategic Planning
- Project Management
- Virtual CIO



<http://www.cio.sc.gov>



What About Security?

How do you know you have an effective security program?

- SC Computer Security Incident Response Team
- Security Risk Assessments
 - OCTAVE



<http://www.cio.sc.gov>



OCTAVESM

Operationally Critical Threat, Asset, and Vulnerability EvaluationSM

Defines an approach to information security risk evaluations that is comprehensive, systematic, context driven, and self-directed.

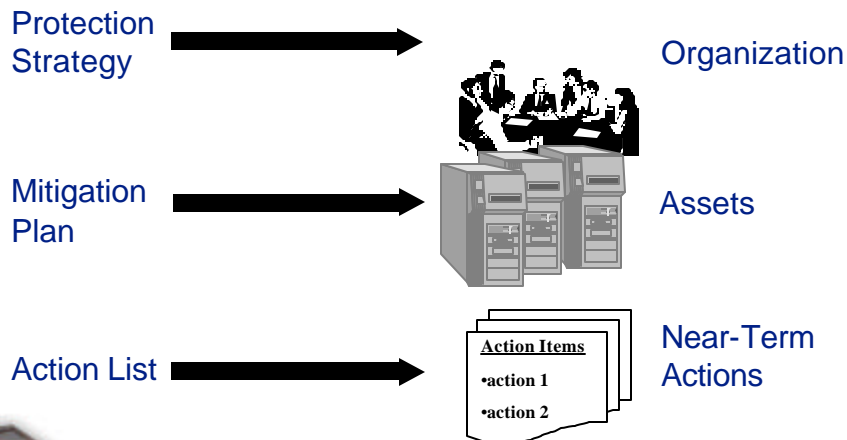
Operationally Critical Threat, Asset, and Vulnerability Evaluation and OCTAVE are service marks of Carnegie Mellon University.



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OCTAVE Outputs

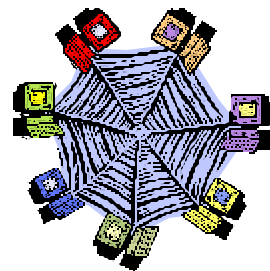


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Help Desk

- HUB FOR TROUBLE REPORTING AND OUTAGE INFORMATION DISSEMINATION
 - 734-INFO
 - CIO Web Site, www.cio.sc.gov
 - WEB NM
 - PERMITS MONITORING IT INFRASTRUCTURE
 - NETWORK NODES
 - SERVERS
 - APPLICATIONS
 - AIDS WITH NETWORK BANDWIDTH AND APPLICATION MONITORING
 - PERFORMANCE REPORTS



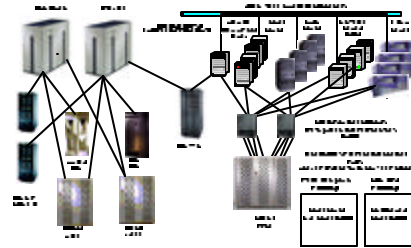
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Network Services

- STORAGE AREA NETWORK

- Increased demand for storage
- Server consolidation/clustering
- Cost of direct-attached storage
- Server Issues
 - beyond life cycle
 - need to be rack mountable
 - eliminate redundant/wasted storage
 - eliminate internal, dedicated tape drives
 - reduce backup window



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Reducing Costs

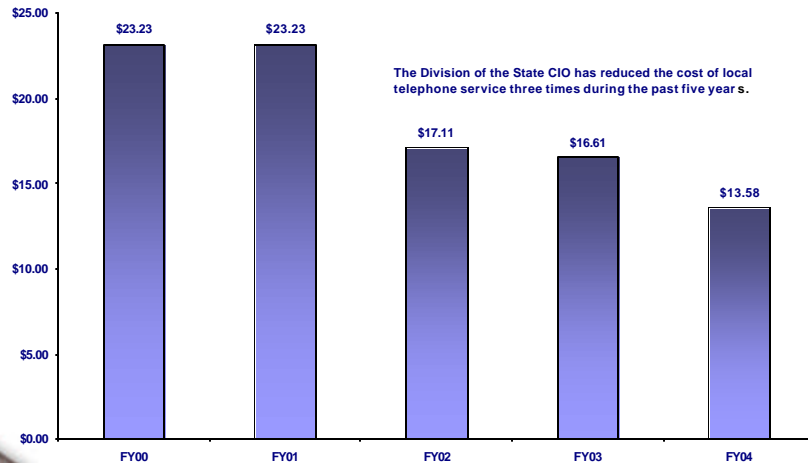
- What have we done to reduce agency costs?
 - Long Distance Rate Decrease
 - Local Service Rate Decreases
 - Data Services Rate Decreases



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AVERAGE MONTHLY CHARGE FOR CIO PROVIDED LOCAL PBX SERVICE

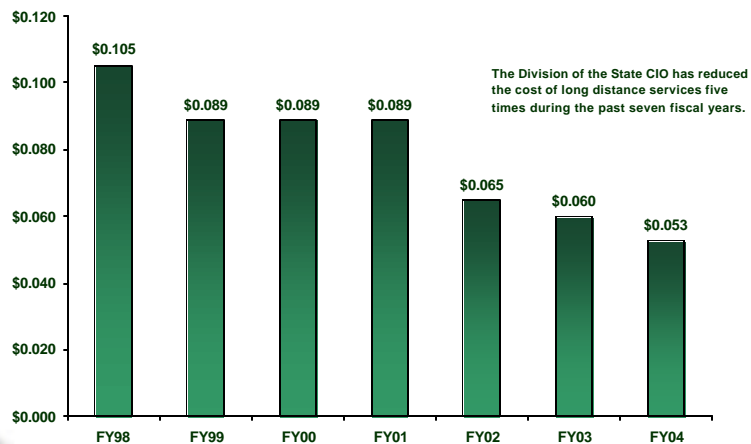


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AVERAGE COST* PER MINUTE FOR CIO PROVIDED LONG DISTANCE SERVICE

*Does not include calling card or 800 Service



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Mainframe CPU Cost

Service Description	Old Hourly Rate	1 st Hourly Rate Reduction	New Hourly Rate
CPU A	\$1,875.00	\$1,652.00	\$1,534.00
CPU B	\$615.00	\$542.00	\$503.00



<http://www.cio.sc.gov>



Who to Call at the CIO?

- Customer Services, 896-0330
 - customerservice@cio.sc.gov
- Help Desk, 896-0001
 - ciohelpdesk@cio.sc.gov



<http://www.cio.sc.gov>



Thank you!

Ruth Kirkland
803-896-0370
ruth@cio.sc.gov

